

CONSUMER INFORMATION UNIT FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Total Calls Answered	89,497	15,725	20,456	28,061	25,255
Calls Requesting Call Back	14,923	4,647	5,022	3,229	2,025
Calls Abandoned	13,448	4,356	4,616	2,657	1,819
Address Changes Completed	8,894	3,451	2,133	1,909	1,401

CONSUMER INFORMATION UNIT FY 10/11					
	FY 10/11	*Q1	Q2	Q3	Q4
Total Calls Answered	100,626	26,974	22,484	24,592	26,576
Calls Requesting Call Back	11,751	3,792	2,463	2,576	2,920
Calls Abandoned	13,698	5,544	2,853	2,478	2,823
Address Changes Completed	10,732	3,120	2,277	2,822	2,513

\* 1.5 days phone outage; technical issues w/dropped calls.

PHYSICIAN & SURGEON DATA FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Applications Received	6,629	1,711	1,666	1,862	1,390
Initial Reviews Completed	6,729	1,491	1,689	1,979	1,570
Total Pending	N/A	4,012	4,325	4,515	3,823
Reviewed	N/A	3,273	3,530	3,928	3,423
Not Reviewed	N/A	739	795	587	400
(SR2s Pending)	N/A	108	121	124	109
Licenses Issued	5,351	1,358	1,203	1,419	1,371
Renewals Issued	64,351	16,092	14,067	17,835	16,357

PHYSICIAN & SURGEON DATA FY 10/11					
	FY 10/11	Q1	Q2	Q3	Q4
Applications Received*	6,047	1,503	1,505	1,543	1,496
Initial Reviews Completed	5,984	1,208	1,892	1,464	1,420
Total Pending	N/A	5,291	5,038	4,295	3,992
Reviewed	N/A	4,460	4,532	3,933	3,461
Not Reviewed	N/A	831	506	362	531
(SR2s Pending)	N/A	98	83	82	98
Licenses Issued	5,272	1,447	1,248	1,277	1,300
Renewals Issued	62,656	16,168	15,377	15,087	16,024

\* Applications Received Total and Q4 numbers have been corrected to match the FY 10/11 Annual Report. Previous Reported as: Total 5,914 and Q4 as 1,363 in July 2011 Board Meeting Packet.

SR 2 - CATEGORIES					
	FY 11/12	Q1	Q2	Q3	Q4
Alcohol/Drugs	86	30	12	27	17
PG/Medical Knowledge	188	59	40	60	29
Convictions	100	43	18	16	23
Other	179	92	44	21	22



	FY 11/12	Q1	Q2	Q3	Q4
Schools Pending Recognition at Beginning of Quarter	N/A	43	62	75	90
Pending Self-Assessment Reports (included above)	N/A	3	5	6	7
New Self-Assessment Reports Received	4	2	0	1	1
New Unrecognized Schools Received	102	22	15	18	47
School Recognized Pursuant to CCR 1314(a)(1)	47	4	2	4	37
School Recognized Pursuant to CCR 1314(a)(2)	1	1	0	0	0
TOTAL Schools Pending Recognition at End of Quarter	N/A	62	75	90	101

## INTERNATIONAL MEDICAL SCHOOL APPLICATIONS FY 10/11

	FY 10/11	Q1	Q2	Q3	Q4
New Applications Received	9	0	1	1	7
Total Pending Applications	N/A	0	6	5	7
School Recognized Pursuant to CCR 1314(a)(1)	16	0	3	3	10
School Recognized Pursuant to CCR 1314(a)(2)	2	0	0	2	0

## LICENSED MIDWIVES FY 11/12

	FY 11/12	Q1	Q2	Q3	Q4
Applications Received	33	9	5	13	6
Applications Pending	N/A	6	3	5	4
Licenses Issued	31	4	8	10	9
Licenses Renewed	125	24	31	33	37

## LICENSED MIDWIVES FY 10/11

	FY 10/11	Q1	Q2	Q3	Q4
Applications Received	41	12	11	6	12
Applications Pending	N/A	4	1	2	2
Licenses Issued	40	9	13	5	13
Licenses Renewed	98	30	17	20	31

## FICTITIOUS NAME PERMITS FY 11/12

	FY 11/12	Q1	Q2	Q3	Q4
P&S - FNP Issued	1,397	384	380	315	318
P&S - FNP Pending	N/A	59	63	72	94
Podiatric FNP Issued	23	3	9	7	4
Podiatric FNP Pending	N/A	0	0	0	2

## FICTITIOUS NAME PERMITS FY 10/11

	FY 10/11	Q1	Q2	Q3	Q4
P&S - FNP Issued	1,288	310	317	291	370
P&S - FNP Pending	N/A	66	62	129	89
Podiatric FNP Issued	22	7	2	5	8
Podiatric FNP Pending	N/A	1	0	1	0



RESEARCH PSYCHOANALYST FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
RP Applications Received	2	1	0	1	0
RP Licenses Issued	4	3	0	0	1

RESEARCH PSYCHOANALYST FY 10/11					
	FY 10/11	Q1	Q2	Q3	Q4
RP Applications Received	7	3	3	1	0
RP Licenses Issued	8	2	4	1	1

SPECIALTY BOARD APPLICATIONS FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Applications Received	0	0	0	0	0
Applications Pending	N/A	1	1	1	1

SPECIALTY BOARD APPLICATIONS FY 10/11					
	FY 10/11	Q1	Q2	Q3	Q4
Applications Received	0	0	0	0	0
Applications Pending	N/A	1	1	1	1

OPTICAL REGISTRATIONS FY 11/12					
	FY 11/12	Q1	Q2	Q3	Q4
Business Registrations Issued	48	10	9	8	21
Pending Applications Business	N/A	30	30	18	23
Out-of-State Business Registrations Issued	1	0	0	0	1
Pending Applications Out of State Bus.	N/A	0	0	0	1
Spectacle Lens Registrations Issued	192	47	29	72	44
Pending Applications-Spectacle Lens	N/A	78	107	29	57
Contact Lens Registrations Issued	85	13	11	43	18
Pending Applications-Contact Lens	N/A	22	33	15	18
Spectacle Lens Registrations Renewed	991	216	217	276	282
Contact Lens Registrations Renewed	420	95	79	112	134

OPTICAL REGISTRATIONS FY 10/11					
	FY 10/11	Q1	Q2	Q3	Q4
Business Registrations Issued	69	16	21	17	15
Pending Applications Business	N/A	25	21	22	17
Out-of-State Business Registrations Issued	0	0	0	0	0
Pending Applications Out of State Bus.	N/A	0	0	0	0
Spectacle Lens Registrations Issued	196	42	55	53	46
Pending Applications-Spectacle Lens	N/A	62	37	49	64
Contact Lens Registrations Issued	75	19	17	23	14
Pending Applications-Contact Lens	N/A	20	11	14	22
Spectacle Lens Registrations Renewed	870	200	238	201	231
Contact Lens Registrations Renewed	384	81	116	106	81

<b>POLYSOM FY 11/12 **</b>					
	<b>FY 11/12</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Polysomnographic Trainee Applications Received	<b>0</b>	0	0	0	0
Polysomnographic Technician Applications Received	<b>1</b>	0	0	0	1
Polysomnographic Technologist Applications Received	<b>29</b>	0	0	0	29

\*\* Program began accepting applications April of 2012



## SPECIAL PROGRAMS FY 11/12

Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending				Applications Withdrawn or Denied			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	8	2	3	11	9	5	3	9	3	7	2	5	5	2	3	3	10	15	10	16	0	0	1	0
2112	0	0	0	1	0	0	0	1	1	0	0	1	0	0	0	0	1	1	1	1	0	0	0	0
2113	5	6	9	6	5	8	9	6	14	4	4	7	6	11	14	7	8	10	14	13	0	0	1	0
2168	3	0	1	1	1	1	1	1	0	2	0	0	3	0	1	1	3	1	2	3	0	0	0	0
2072	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
1327	0	0	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	0	0	0

## SPECIAL PROGRAMS FY 10/11

Permit	Applications Received				Applications Reviewed				Permits Issued				Permits Renewed				Total Pending				*Applications Withdrawn or Denied			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2111	19	9	2	3	18	4	2	3	16	4	2	2	13	7	2	14	4	14	1	2				
2112	0	1	0	1	0	0	0	1	0	0	1	0	0	0	0	0	0	1	1	1				
2113	7	1	7	9	5	3	7	6	4	4	1	5	20	15	12	10	6	3	6	13				
2168	0	0	0	0	0	0	0	0	0	0	0	0	3	1	1	3	1	0	0	1				
2072	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0				
1327	1	0	0	1	1	0	0	1	0	0	0	1	0	0	0	1	1	0	0	0				

2111 - Visiting Fellow (doesn't satisfy postgraduate training required for licensure)

2112 - Hospital Fellowship Program Non-Citizen (does not satisfy postgraduate training required for licensure)

2113 - Medical School Faculty Member (may satisfy postgraduate training required for licensure)

2168 - Special Faculty Permit (academically eminent; unrestricted practice within sponsoring medical school - not eligible for licensure)

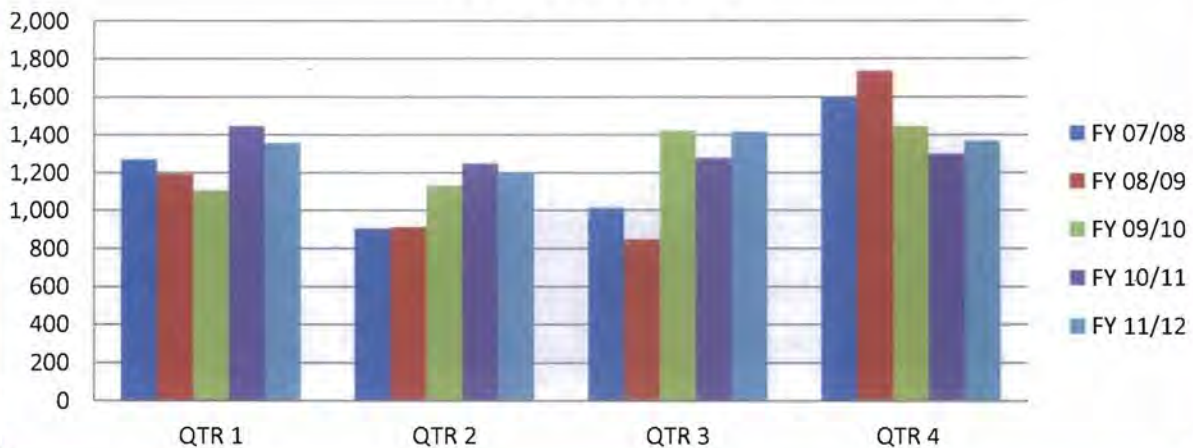
2072 - Special Permit - Correctional Facility

1327 - Medical Student Rotations - Non-ACGME Hospital Rotation

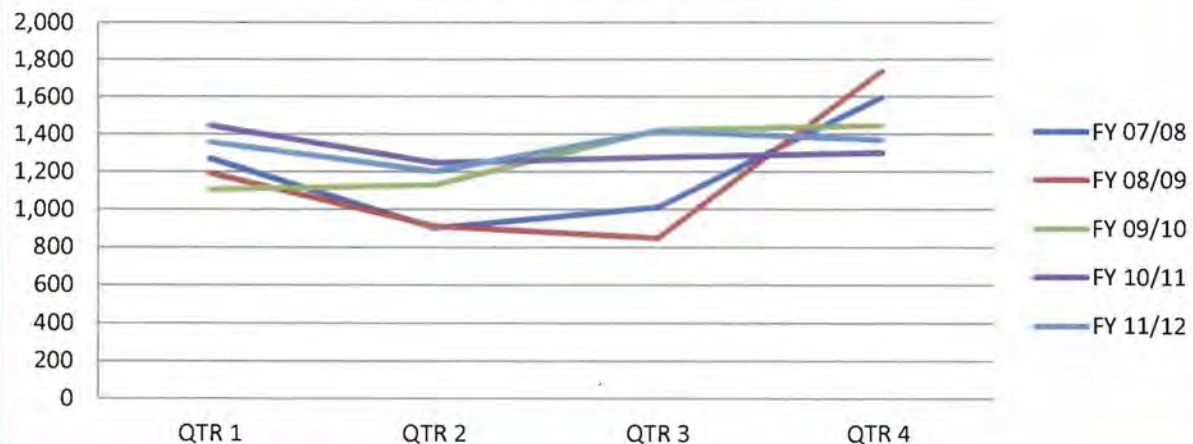
\* Information not available FY 2010/2011

PHYSICIAN'S AND SURGEON'S LICENSES ISSUED Five Fiscal Year History					
Fiscal Year	QTR 1	QTR 2	QTR 3	QTR 4	TOTAL
FY 11/12	1,358	1,203	1,419	1,371	5,351
FY 10/11	1,447	1,248	1,277	1,300	5,272
FY 09/10	1,107	1,132	1,424	1,447	5,110
FY 08/09	1,192	912	849	1,735	4,688
FY 07/08	1,271	904	1,014	1,598	4,787

## LICENSES ISSUED



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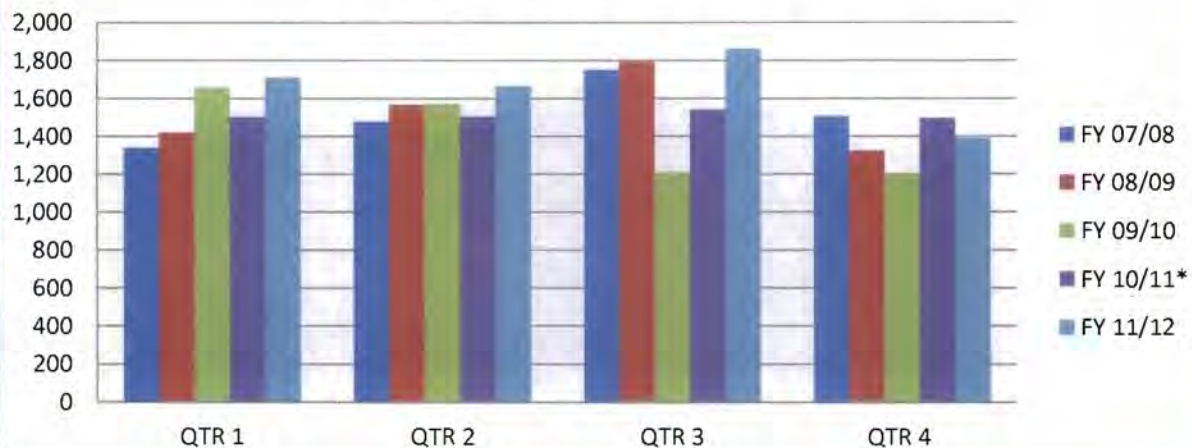




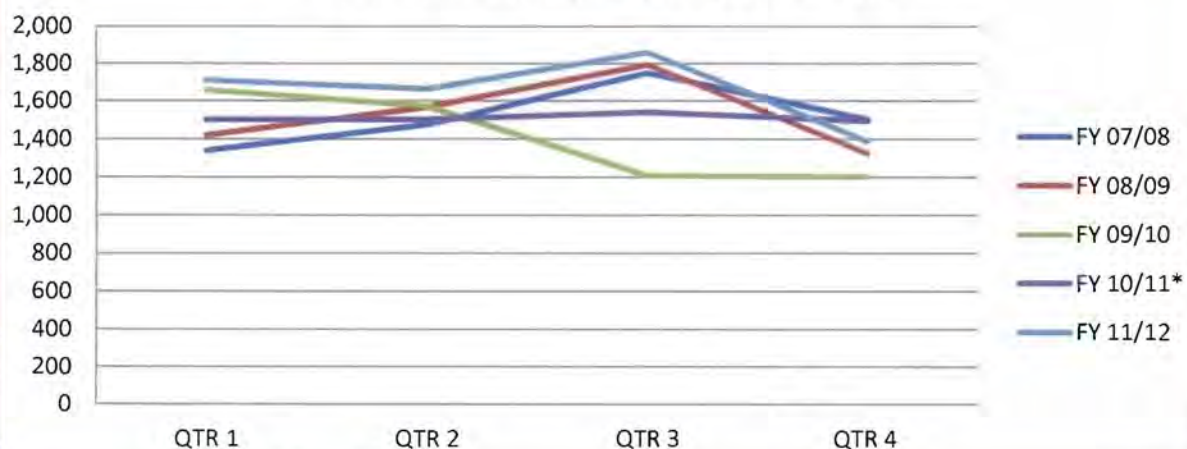
<b>*PHYSICIAN'S AND SURGEON'S LICENSE AND PTAL APPLICATIONS RECEIVED</b>					
<b>Five Fiscal Year History</b>					
<b>Fiscal Year</b>	<b>QTR 1</b>	<b>QTR 2</b>	<b>QTR 3</b>	<b>QTR 4</b>	<b>TOTAL</b>
FY 11/12	1,711	1,666	1,862	1,390	<b>6,629</b>
FY 10/11*	1,503	1,505	1,543	1496	<b>6,047</b>
FY 09/10	1,658	1,573	1,211	1,203	<b>5,645</b>
FY 08/09	1,420	1,568	1,794	1,325	<b>6,107</b>
FY 07/08	1,341	1,478	1,751	1,506	<b>6,076</b>

\* Applications Received Total and Q4 numbers have been corrected to match the FY 10/11 Annual Report.  
Previous Reported as: Total 5,914 and Q4 as 1,363 in July 2011 Board Meeting Packet.

### P&S APPLICATIONS RECEIVED



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**WORKLOAD REPORT**  
as of June 30, 2012

<b>Strategic Plan Goal 5: Organizational Effectiveness</b>					
<b>Objective 5.1: Licensing Applications to be Reviewed Within 45 Days</b>					
	<b>FY 11/12</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
# of Weeks 45 Day Initial Review Goal Not Met	<b>9</b>	1	6	2	0
Number of Week Per Quarter / Total Weeks	<b>52</b>	13	13	13	13
Highest # of Days Initial Review Goal Exceeded	<b>N/A</b>	3	7	5	0



**PHYSICIAN'S AND SURGEON'S  
APPLICATIONS RECEIVED AND LICENSES ISSUED**
**Fiscal Year - 2011/2012**

2011 - 2012 -->	Applications Received (License & PTAL)					Percentage				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
US/CAN	984	1,196	1,300	794	4,274	57.51%	71.79%	69.82%	57.12%	64.47%
IMG - License	271	243	337	352	1,203	15.84%	14.59%	18.10%	25.32%	18.15%
IMG - PTAL	456	227	225	244	1,152	26.65%	13.63%	12.08%	17.55%	17.38%
<b>TOTAL</b>	<b>1,711</b>	<b>1,666</b>	<b>1,862</b>	<b>1,390</b>	<b>6,629</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

2011 - 2012 -->	Licenses & PTAL Issued					Percentage				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
US/CAN	969	888	1,131	1,023	4,011	71.35%	73.82%	79.70%	74.62%	74.96%
IMG - License	389	315	288	348	1,340	28.65%	26.18%	20.30%	25.38%	25.04%
<b>TOTAL</b>	<b>1,358</b>	<b>1,203</b>	<b>1,419</b>	<b>1,371</b>	<b>5,351</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>
<b>Total PTAL Issued</b>	<b>338</b>	<b>349</b>	<b>204</b>	<b>324</b>	<b>1,215</b>					

**Fiscal Year - 2010/2011**

2010 - 2011 -->	Applications Received (License & PTAL)					Percentage				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
US/CAN	899	1,056	1,104	814	3,873	59.81%	70.17%	71.55%	59.72%	65.49%
IMG - License	202	192	250	226	870	13.44%	12.76%	16.20%	16.58%	14.71%
IMG - PTAL	402	257	189	323	1,171	26.75%	17.08%	12.25%	23.70%	19.80%
<b>TOTAL</b>	<b>1,503</b>	<b>1,505</b>	<b>1,543</b>	<b>1,363</b>	<b>5,914</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>

2010 - 2011 -->	Licenses & PTAL Issued					Percentage				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
US/CAN	1,094	898	968	964	3,924	75.60%	71.96%	75.80%	74.15%	74.43%
IMG - License	353	350	309	336	1,348	24.40%	28.04%	24.20%	25.85%	25.57%
<b>TOTAL</b>	<b>1,447</b>	<b>1,248</b>	<b>1,277</b>	<b>1,300</b>	<b>5,272</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>	<b>100.00%</b>
<b>Total PTAL Issued</b>	<b>472</b>	<b>417</b>	<b>261</b>	<b>306</b>	<b>1,456</b>					